

# Workforce Board

## Legislative Agenda – Potential Endorsement Requests

### Project/Request Summary

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**Program Title: WorkSource Integrated Technology (WIT) Replacement**

**1. Workforce Board Member Sponsor Name:**

Cami Feek, Employment Security Department

**2. Staff Contact for the Project:**

Caitlyn Jekel, Employment Security Department

**3. Short Project Description (ideally, 100 words)**

Continues work to replace the existing WorkSource Integrated Technology (WIT) case management and labor exchange platform. WIOA programs require an electronic system that supports an integrated service delivery model so opportunities for job seekers and employers are maximized across the workforce system. In Washington, that system is WIT. The work of this project will be completed in two phases.

**4. What is the project?**

Phase 1 will focus on replacing Efforts to Outcomes (ETO) case management system (CRM) with a customer access portal. It is designed to customize and configure on top of an industry leading CRM technology to meet the needs of WIOA and WorkSource Case Management. These technology platforms provide functionality out of the box that will be leveraged, configured, and adapted to support the WIT Replacement system. The RFP for phase 1 has been posted and ESD anticipates announcing an apparent successful bidder before the end of 2022. Phase 2 will move and replace the labor exchange component, improving the user experience with a consolidated, modern and easily updated content management system that will remove several system work-arounds.

**5. Estimated Cost, Fund Source, & FTE Needs**

23-25 Biennial Request: \$31,648,000 - 22 FTE

**6. Potential Leveraged Resources**

None.

**7. Responsible Entities**

The Employment Security Department is the lead agency in the procurement. A functioning steering committee and advisory committee have been formed and are co-led by ESD and Washington Workforce Association leaders. A documented governance structure for decision making and process have been developed and utilized through the project process and procurement to date. The Office of the Chief Information Officer (OCIO), Office of Financial Management (OFM), Quality Assurance Vendor and the Workforce Board provide oversight and input on the project.

**8. Proposal Format (proviso, statutory change, other).**

Proviso

**9. What has been done by your organization regarding this work in the past? (If proposal would add to or continue an existing initiative. Answer N/A if not relevant.)**

This decision package continues work started approximately 18 months ago. A decision package was approved by the legislature in 2022 to fund the project through the procurement. Now that ESD has received bids from vendors,

this decision package clarifies funding and staffing needs to complete the project. The existing project governance system has been functioning successfully for more than 12 months.

**10. Why is this needed now?**

The contract for the existing case management system has reached its maximum number of renewals and state procurement law requires that we recompetes for a new system. Additionally, the existing system can not produce the reports ESD is required to report to the US Department of Labor (USDOL).

**11. What is the impact?**

A new system will allow ESD to produce the necessary validated reports to USDOL. More accurate reporting to USDOL will mean a more accurate WIOA funding allocation for Washington State. Replacing the existing system will resolve audit findings for the department and keep ESD compliant with state procurement laws. A more functional cloud-based system will increase service delivery integration opportunities for WIOA partners and support better outcomes for job seekers and employers.